

PLATINUM
EDUCATION

Student Handbook

RTO Code :46012

CRICOS Code: 04143H

CONTACT US

Call – 07-3543-5684

Website - platinumeducation.qld.edu.au

Mail - info@platinumeducation.qld.edu.au

Location - 1/3350 Pacific Hwy, Springwood, QLD 4127



Table of Contents

About Us	6
Our Campus & Contact Details.....	8
Our Campus Facilities.....	9
Emergency Telephone Numbers:.....	9
Key highlights of this Handbook:.....	12
Key highlights of Platinum Education Pty Ltd:.....	13
ESOS Framework:.....	13
Our Scope	14
Assessment strategy	15
Assessment.....	18
Work placement Requirements	20
Referencing	20
Cheating.....	22
Plagiarism	22
Misconduct.....	23
Disciplinary Action.....	25
Admissions & Enrolment	27
General entry requirements.....	27
Application Process.....	29
Unique Student Identifier	30
Credit Transfers.....	31
Recognition of Prior Learning.....	34
Platinum Education Pty Ltd Policies & Procedure	37
Student Orientation and Support Services	37

Fees and Refunds	39
Feedback, Complaints and Appeals Policy	50
AQF Certification documentation and Records Policy and Procedures	54
Platinum Education Pty Ltd Expectations & Requirements	59
Student plagiarism, cheating and collusion	61
Course Progress	62
Academic Course Progress Requirements	62
Unsatisfactory Course progress	64
Deferment, Suspension and Cancellation	66
College Initiated Deferments, Suspensions or Cancellations	67
Access to Your Records	68
Amendment to records	69
Notifying you if things change	69
Your Feedback	70
Legislation and You	71
Workplace Health and Safety	71
Harassment, victimization or bullying	71
Equal opportunity	72
Your Privacy	72
Student code of conduct	74
Students' Rights	74
Student Forms	76
Appendix: CRICOS Specific	77
Course Transfer	77
Deferral, Suspension and Cancellation	80



College Initiated Deferments, Suspensions or Cancellations	81
Legislation & You	82
Education Services for Overseas Students	82
Visas.....	82
Arranging Travel and Documents to Bring	83
Entry into Australia	84
Arriving in Australia	85
Living in Australia.....	88
Accommodation	88
Boarding or homestay	89
Bringing your Family with You	90
Health	90
Working in Australia	92
Your Safety.....	92
Living Costs in Australia	93
Budgeting	94
Shopping	94
Clothing.....	94
Bringing Money and Setting Up Finances in Australia.....	95
Staying Connected with Family.....	95
Final Note to Students	97

Chief Executive Officer's message



Dear Students,

Welcome to Platinum Education!

Thank you for choosing Platinum Education Pty Ltd (**Platinum Education**) as your training provider. We are honoured to be a part of your educational journey and excited to support you as you work towards achieving your learning goals. At Platinum Education, we pride ourselves on offering professional and flexible learning opportunities that cater to your needs and aspirations.

We strive to provide an academically enriching, engaging, and supportive learning environment. Our aim is to help you develop the skills and knowledge highly valued by employers and the industry. We are dedicated to delivering high-quality, innovative, and relevant training that equips you with the tools to succeed in your chosen field. We celebrate cultural diversity and are committed to providing a learning space that is free from discrimination based on background, age, gender, or belief.

As an outcome-focused RTO, we are committed to your success through quality teaching, tailored support, real-world learning, industry-aligned training, and continuous improvement shaped by your feedback. Our commitment to continuous improvement at Platinum Education ensures that we are always developing new resources, refining our processes, and employing the latest technology to provide you with the best possible learning experience. We hope you are looking forward to your studies and the opportunity to make new friends and create lasting memories along the way.

This handbook is designed to serve as a quick reference guide to our training programs, policies, and procedures. It outlines the roles and responsibilities that will guide you throughout your learning experience with us. We want to assure you that we are here to support you every step of the way, so please make the most of these resources and reach out if you need any assistance or support.

Once again, thank you for choosing Platinum Education as your learning partner. I am eager to hear about your successes and achievements and support you wherever possible. I hope you enjoy your time with us and wish you every success in your studies.

Warm regards,

Mr. Ajay Kanwarpal Singh
Chief Executive Officer
Platinum Education Pty Ltd

About Us

Studying Through Platinum Education Pty Ltd.

Platinum Education Pty Ltd aims at providing training across all sectors of industry to promote and develop the management skills within candidates.

Platinum Education Pty Ltd aims to be connected with Industry/ students and trainers and always act as a connecting link between these parties. In this cycle Platinum Education Pty Ltd will obtain feedback/ comments/ suggestions from industry. Pass on to the academic team to adapt in training and assessment strategies and practices at Platinum Education Pty Ltd so that they deliver most appropriate skills to the students enrolled at Platinum Education Pty Ltd. This will assist the students to get placed in the industry directly once they achieve the desired skills and knowledge at Platinum Education Pty Ltd.





*Please note though Platinum Education will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at Platinum Education, but Platinum Education does not guarantee a placement as an outcome of the course.

Our Campus & Contact Details

Campus Address:	Suite 1,3350 Pacific Hwy, Springwood QLD 4127
Office Hours Contact No	07-3543-5684
24/7 Emergency Contact No:	0424 000 008
Email:	info@platinumeducation.qld.edu.au
Business Hours:	Monday to Friday From 8:30 am to 5:30 pm

If you require support or assistance with your course or aspects of your stay in Australia, please contact either Student Support Officer or CEO who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception. Contact reception on 07-3543-5684

If you require urgent assistance to do with your course and it is after 5.00pm call the number below. After Hours Emergency: 0424 000 008

*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000"

If you are not well or have hurt yourself, you will need to either go to hospital or the nearest medical centre to you.

Below are the emergency and general services contact details for services available near your campus.

Our Campus Facilities

- Well-lit training rooms
- Free Wi-Fi at campus; login details will be provided at Orientation
- Student Break area
- Easily accessible via public transport.

Emergency Telephone Numbers:

Police, Fire, Ambulance	Dial 000										
Department of Home Affairs	Dial 131 881										
Hospital	<p>Logan Hospital</p> <p>Address: Loganlea Rd, Meadowbrook QLD 4131</p> <p>Hours: Open 24 hours Emergency department: Open 24 hours</p> <p>Phone: (07) 3299 8899</p> <p>Brisbane South Private Hospital</p> <p>Address: 4 Paxton St, Springwood QLD 4127</p> <p>Phone: 0403 467 812</p>										
Police Station	<p>Springwood Police Station</p> <p>Address: 3440 Pacific Hwy, Springwood QLD 4127</p> <p>Hours:</p> <table border="1"> <tr> <td>Thursday</td> <td>9 am–12 am</td> </tr> <tr> <td>Friday</td> <td>9 am–12 am</td> </tr> <tr> <td>Saturday</td> <td>Closed</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> <tr> <td>Monday</td> <td>9 am–12 am</td> </tr> </table>	Thursday	9 am–12 am	Friday	9 am–12 am	Saturday	Closed	Sunday	Closed	Monday	9 am–12 am
Thursday	9 am–12 am										
Friday	9 am–12 am										
Saturday	Closed										
Sunday	Closed										
Monday	9 am–12 am										

	<p>Tuesday 9 am–12 am</p> <p>Wednesday 9 am–12 am</p> <p>Phone: (07) 3809 5222</p> <p>Logan Central Police Station</p> <p>Address: 11 Civic Parade, Logan Central QLD 4114</p> <p>Hours: Open 24 Hours</p> <p>Phone: (07) 3826 1888</p>
<p>Medical Centre</p>	<p>Top Health Doctors Underwood</p> <p>Address: 8-10/2770/2774 Logan Rd, Underwood QLD 4119</p> <p>Hours: 8:00 am to 07:00pm Appointments: tophealthdoctors.com.au</p> <p>Phone: (07) 3133 0822</p> <p>Doctors @ Underwood</p> <p>Address: 3215 Logan Rd, Underwood QLD 4119</p> <p>Hours: 8:00 am to 5:00 pm</p> <p>Appointments: qualitashealth.com.au</p> <p>Phone: (07) 3341 2444</p>
<p>Pharmacies</p>	<p>Mix Pharmacy Springwood,</p> <p>3B/15 Dennis Rd, Springwood QLD 4127</p> <p>Hours: Open 08:30- 05:30 pm</p> <p>Phone: (07) 3281 2061</p> <p>Springwood Discount Drug Store</p> <p>Springwood Mall, Fitzgerald Ave, Springwood QLD 4127</p> <p>Hours: Open 08:30- 05:30 pm</p> <p>Phone: (07) 3808 2944</p>

Nearest Train and Bus Stations:	Springwood Bus and Train Station
Local taxi companies	<p>Black and White Cabs Phone direct: 133 222 (13 ecab) Book Online: blackandwhitecabs.com.au</p> <p>Yellow Cabs Phone direct: 131924 (13 cabs) Book Online: yellowcab.com.au</p>
Libraries	<p>Logan North Library Address: Corner Sports Drive and, Springwood Rd, Underwood QLD 4119 Hours: 9:00 am to 5:00 pm Phone: (07) 3541 6100</p>
Stationery supplies and printing services	<p>Officeworks Springwood Address: The Zone, 183 Kingston Rd, Underwood QLD 4119 Hours: 7:00 am to 9:00 pm Phone: (07) 3809 5600</p>
External Counsellor	<p>Creative Devotional Counselling Services Address: 12/8 Dennis Rd, Springwood QLD 4127 Areas served: Brisbane and nearby areas. Hours: 9:00 am to 5:00 pm Phone: (07) 3208 2128</p>
Police, Fire, Ambulance	Dial 000

Key highlights of this Handbook:

This handbook is developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information you need to know about studying with Platinum Education and living in Australia. This handbook provides you with the information you need to know about what courses are available and how to apply to study, a guide to applying for your visa, approximate costs of living in Australia, services, emergency numbers and more. Additionally, what to do when you arrive at the airport, as well as other important information such as working in Australia, options for accommodation, bringing family, schooling for children and so much more.

The first section of this Handbook details the proposed course Platinum Education Pty Ltd offers, how you can apply, including how to apply for your visa. There is further information about arriving in Australia. There is further information about arriving in Australia, as well as an introduction to living and studying in Brisbane.

*NOTE: Details living expenses, transport and general expenses are a guide only. All expenses are an average and are dependent on location, distance from the city and common bi laws.

During your orientation program, you will be provided with further information and tips to help you to adjust to studying and living in Australia.

For additional information about living and studying in Brisbane you can visit

<https://www.studyaustralia.gov.au/>

The web site includes a useful guide about studying and living in Australia that you can download.

Please take some time to read this handbook and familiarise yourself with the content.

Key highlights of Platinum Education Pty Ltd:

The Platinum Education is conveniently located in the newly developed office building. We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.

ESOS Framework:

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The Education Services for Overseas Students Act 2000 (ESOS Act)—and associated legislation—form the ESOS Framework. All associated legislations can be accessed at :

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

More information at: <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

Our Scope

Scope of Registration:

Code	Course Name	Delivery Mode
BSB50420	Diploma of Leadership and Management	Face to Face-52 Weeks
BSB60420	Advanced Diploma of Leadership and Management	Face to Face-78 Weeks
BSB80120	Graduate Diploma of Leadership and Management	Face to Face-78 Weeks
SIT30821	Certificate III in Commercial Cookery	Face to face/Practical/Mandatory Vocational Work placement-192 hours -66 Weeks
SIT40521	Certificate IV in Kitchen Management	Face to face/Practical/Mandatory Vocational Work placement-208 hours -78 Weeks
SIT50422	Diploma of Hospitality Management	Face to face/Practical/Mandatory Vocational Work placement-208 hours -78 Weeks
For Domestic Students Only		
CPP20218	Certificate II in Security Operations	Face to face/ Practical -3 Weeks
HLTAID011	Provide First Aid	Face to Face/ Practical
HLTAID010	Provide basic emergency life support	Face to Face/ Practical
HLTAID009	Provide cardiopulmonary resuscitation	Face to Face/ Practical

Assessment strategy

Trainers and assessors will be provided with Platinum Education Pty Ltd's assessment policies and procedures, including reassessment opportunities and assessment appeals. Assessors will be required to review them and clarify any areas of uncertainty with the academic manager before conducting assessments.

The trainer/assessor will be required to explain students about the context and purpose of the assessment and the assessment process, explain the units of competency to be assessed and the evidence to be collected, provide students with a due date for each assessment task, set time limits for assessments.

Trainer/assessor will assess the needs of the student and where applicable, negotiate reasonable adjustment for assessing students with individual needs, provide additional learning material where gaps are identified in either the participant's underpinning knowledge or skills.

Assessment tasks:

- Reflect real-life work tasks.
- Are required to be performed within industry-standard timeframes as specified by assessors in relation to each task.
- Are assessed using assessment criteria that relate to the quality of work expected by the industry.
- Are performed to industry safety requirements as relevant.
- Utilise authentic workplace documentation.
- Require students to work with others as part of a team.
- Require students to plan and prioritise completing work tasks.
- Involve the use of standard, workplace equipment such as computers and software.
- Ensure that students are required to consider workplace constraints such as time and budgets.

Assessment conditions will ensure a simulated workplace environment.

Learning support time for consultation with trainer/assessor may be allocated to allow students to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge and prepare themselves for the assessments.

- Assessments are supervised and are scheduled to be completed in class.
- In-class project time and group activities will be scheduled to support the assessment process.

- Practical assessment tasks will be provided to address required skills and applicable performance criteria.
- Students will be required to allocate additional self-study time towards preparation, private study, homework, research and preparation of assignment work. This is indicated in the Training and Assessment schedule and will be informed to students at the start of every unit.

Assessment methods:

- A range of assessment methods employed by Platinum Education Pty Ltd ensures that assessments are fair, valid, reliable and reasonable while ensuring that Platinum Education Pty Ltd meets the requirements of the relevant Training Package and the rules of evidence. Assessments for this course have been designed for classroom-based face-to-face delivery and assessment.
- Based on the assessment methods for each unit of competency, assessment styles incorporated by Platinum Education Pty Ltd include a range of assessment tasks such as knowledge questions; research tasks; assessor observations; projects, which may include case studies, round tables and project portfolios; role-plays; undertaken at prescribed assessment schedules. Tasks will require in-class work to evidence aspects of skills and knowledge as well as ensure a consistent approach to the unit of competency through continuous engagement and feedback.
- Knowledge questions are designed to help the student demonstrate the knowledge which they have acquired during the unit
- Research tasks are used in two ways. The first is to assess the student's ability to conduct and analyse research/gather information and is in response to performance criteria or performance evidence. The second is to assess the student's knowledge and is generally in response to knowledge evidence.
- Assessor observations are used where the unit of competency requires that the student must be observed demonstrating the skills and knowledge that they have acquired during their course. These observations will be in person.
- Projects are provided to help students demonstrate the knowledge and skills that they have developed during their course. Supporting templates and resources, including project portfolios, are provided to the student and marking guidance is provided to the assessor.
- Round table discussions will be used for students to discuss their own real experiences and apply them in the context of the case study. Even though students may be participating in a project based on a case study business, they have a wealth of knowledge, experience and skills that they have each gathered over the course of their lives that can be reflected on and applied in

discussion with their peers and fellow students. These can then be discussed and applied to the project they are working on, making it more industry realistic.

For students who have been assessed as Not Competent (NC), the following options will be available:

ASSESSMENT FEEDBACK: Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding.

REASSESSMENT: If a student does not qualify for resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule. Student will get three reassessments attempt, without any additional penalty/ fee.

However, if after 2attempts have not resulted in a Competent “C” outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NC.

Reassessment is a formal process, and student must apply for reassessment through *Request for Reassessment Form* available from the reception. ON approval and payment of reassessment fees, a reassessment schedule will be advised.

If still failed in three reassessment attempts, the student will need to repeat (re-sit) the unit.

RESIT (or Repeat): The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options, i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Competent (NC). Re-sit may result in extension of course duration and may affect student’s original completion date of the course. Student will need to pay a pro rata fee of the course fee to resist for the unit. Student should contact the admin department if he/she remains NYC after 3 attempts of reassessment. Admin team/ student support officer will liaise with accounts and academic team and issue the special training plan and the invoice for the resit attempt to the student. Student will be advised if there is a need to amend the COE at this stage.

Resit mean repeating the entire unit of competency. Resit is a formal process, and student will be advised of their resit options once all the term results are published. In the event where a student has been deemed NC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to college's *Course Progress Policy*.

LATE SUBMISSION FEE: A late fee of \$100 per unit will be charged if students fail to submit assessments on due dates.

ABSENTEES: Students are absent of the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Competent and will be subject to college's Course Progress Policy.

Appealing assessment decision:

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with CEO. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details

Assessment

Examinations/ Course Assessments and Results

You are entitled to sit for your assessment in conditions which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by Platinum Education Pty Ltd.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorized notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Platinum Education Pty Ltd courses for a specific period.

Platinum Education Pty Ltd understands that assessment activities must be appropriate to the learning as well as the unit of competency requirements and must allow students to demonstrate practical application of knowledge and skills. Thus, the Platinum Education Pty Ltd assessors review the assessment tools and confirm their currency and adequacy in meeting the principles of assessment and the rules of evidence. Assessors ensure each task and tool aligns with the Principles of Assessment and Rules of Evidence in accordance with Standard 1.4.

The Academic Manager ensures that the assessors provide students with information about the unit of competency, assessment strategy and the evidence requirements to establish the context and purpose of the assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed such as a simulated training kitchen or a manufacturing workshop and access to workplace policy and procedures.

To achieve this, Platinum Education Pty Ltd uses the following strategies:

- Incorporation of the common workplace policies and procedures into the assessment scenario or activity.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of regulatory information relating to licensing which applies to the unit of competency.
- Creating assessment activities that require the student to conduct specific research relating to industry situations and occurrences where applicable.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Provide a realistic simulated workplace within Platinum Education Pty Ltd facilities.

Assessment methods may include:

- Analysis of case scenario/problem solving related to simulated workplace tasks.
- Structured activities that will lead to the demonstration of simulated workplace tasks.
- Questioning of required knowledge (verbal and/or written).
- Development of a portfolio of evidence which may include simulated workplace tasks, samples of work, statements by managers.
- Research and review of simulated workplace reports, data, samples of work.
- Report Writing.

Work placement Requirements

College will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations, and a facilities check will take place prior to the agreement being signed.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these
- Paraphrasing, summarizing or simply rearranging another person's words, ideas, etc., without reference or explanation
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is
- A 'cut and paste' of statements from multiple sources

- Presenting as independent, work done in collaboration with others
- Copying or adapting another student's original work into a submitted assessment item
- Copying or adapting a student's own work submitted in a previous essay or assessment

Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately. Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

Platinum Education Pty Ltd, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students' work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:

To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students' work, a List of References must be included. This should include all the books; journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicized. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher

- place of publication

Example

Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the “Bunyip” is a man-eating Australian animal that live in water-holes, swamps and creeks (accepted folklore)

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student’s assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

Plagiarism

In the case of suspected plagiarism, the staff member will report the incident to the AM. The AM, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The AM and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional)

- review the course profile and other information provided to students by the Trainer to determine if adequate information had been given
- identify if the student has been previously warned of plagiarism
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarize again.

Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled in.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of Platinum Education Pty Ltd.

Misconduct

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Platinum Education Pty Ltd operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

- Vandalism / Theft
- Defaced equipment, furniture or fixtures on premises under the control of Platinum Education Pty Ltd was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply with Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building or area
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- I was caught cheating in an assessment/examination
- Plagiarized another person's work

Verbal Abuse:

- Shouted at a member of staff, student or another person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff or another person

Physical abuse:

- Became involved in a physical altercation
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Platinum Education Pty Ltd
- Intoxicated and disorderly on premises under the control of Platinum Education Pty Ltd
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Platinum Education Pty Ltd
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Platinum Education Pty Ltd

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

- Willfully obstructing or disrupting any Platinum Education Pty Ltd meeting, activity, class or assessment
- Willfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Willfully damaging, or wrongfully dealing with, any Platinum Education Pty Ltd property or the property within premises under the control of Platinum Education Pty Ltd personnel
- Assaulting or attempting to assault any person within Platinum Education Pty Ltd premises and disorderly behaviour on premises under the control of Platinum Education Pty Ltd
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on Platinum Education Pty Ltd operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

Disciplinary Action

Disciplinary action will be taken and you may be penalized if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Platinum Education. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- The student / trainee shall be immediately suspended for 24 hours from attendance at class.
- The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
- The student/trainee will be advised of time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
- The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
- The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
- The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

Admissions & Enrolment

Getting Started

If you are applying through an education agent, please ensure its an authorised agent of Platinum Education Pty Ltd. The list of authorized agents will be regularly updated. However, please note Platinum Education Pty Ltd does not have any approved authorized agent as of date(Once approved Platinum Education will have approved agents). If you wish to apply for admission please contact us directly in college, please email info@platinumeducation.qld.edu.au

General entry requirements

Platinum Education Pty Ltdwill accept applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please contact us to express your interest. You will be referred to download the Course Outline as well as Enrolment Form from the website to complete or will email/post if required. You will also need to provide evidence that you meet the Entry Requirements of the course (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling and valid evidence of English Language level such as IELTS or TOEFL.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to info@platinumeducation.qld.edu.au. You will be contacted within 10 days to discuss your suitability and arrange an Initial Skills Assessment if you meet the entry requirements. In the initial skills assessment college will assess if the selected course is suitable to your existing skills and knowledge. This is done to ensure that your selected course is suitable for your future career pathway and is in line with your existing skills.

If your application is approved, you will be provided with a Written Agreement that outlines the Terms and Conditions of your enrolment with Platinum Education Pty Ltd. You must keep a copy of this for your own records.

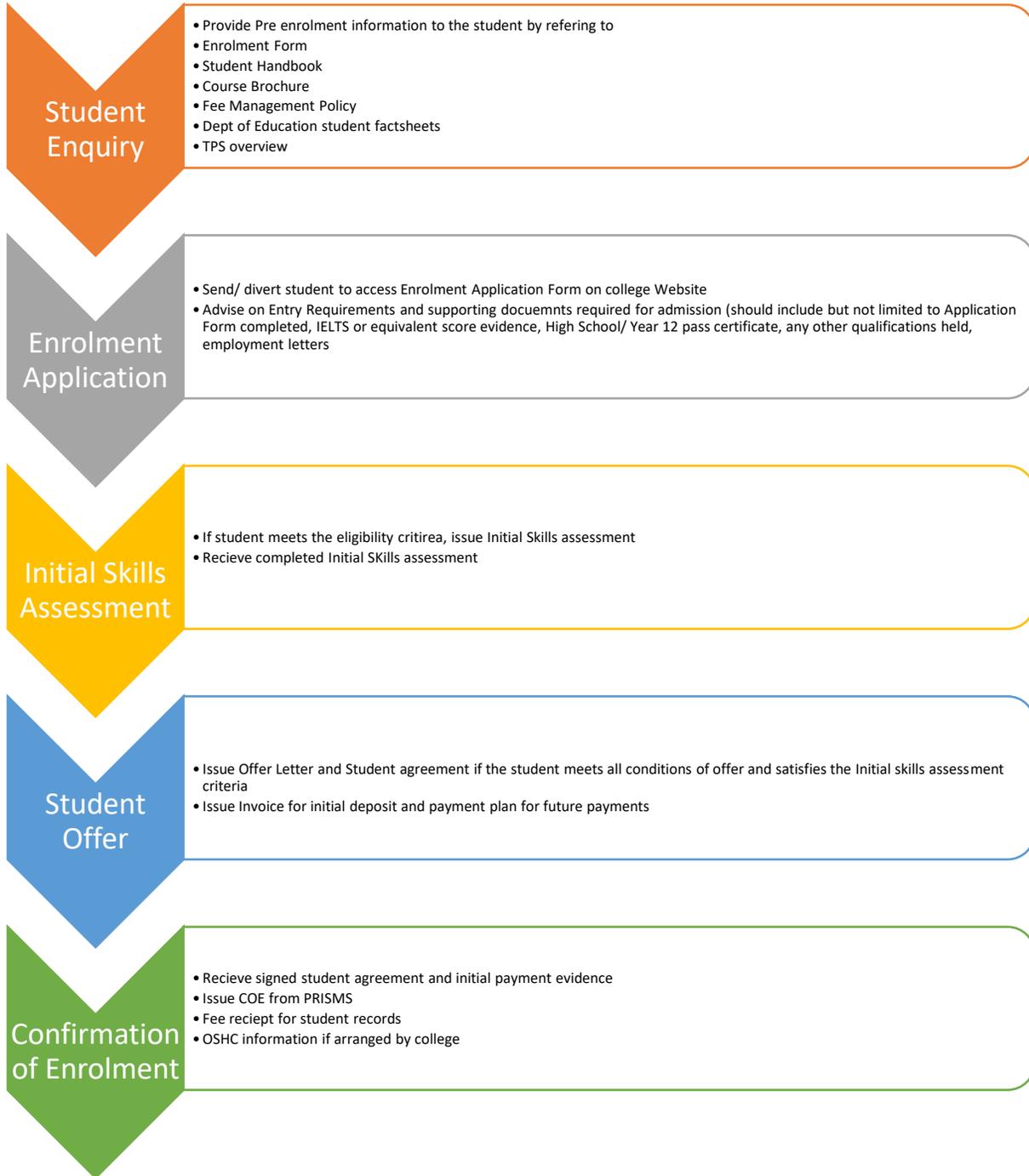
You will then be required to pay your deposit and provide any additional evidence before finally receiving your electronic Confirmation of Enrolment letter (eCoE) as well as further information about your first training session and anything you need to bring or prepare prior.

Admission Requirements; (Refer to marketing brochure for each course information session)

- To enter this qualification, applicants should have successfully completed Year 12
- Students must be a minimum age of 18 years or above at the time of course commencement.
- All learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor
- All students will be required to complete an Language, Literacy, Numeracy, and Digital skills(LLND) assessment prior to the commencement of the course. Platinum Education Pty Ltd uses their internal LLND for the assessment.
- For students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost.
- Where needed, Platinum Education Pty Ltd will provide access of computers/laptops.
- Provide English language skills either by:
 - Evidence of English tests, e.g., IELTS 6.0 or equivalent
 - Minimum of two (2) years study at an AQF level 4 or higher completed in Australia

A pre-enrolment assessment will be conducted to determine your current competency, LLND Skills, and/or vocational experience, as well as your expectations from this course, and to identify any support you may need.

Application Process



Unique Student Identifier

Platinum Education Pty Ltd is committed to ensuring that all students have a verified Unique Student Identifier (USI) in accordance with national standards prior to the issuance of any AQF certification documentation. The organisation ensures that:

- No student identifier is printed on any VET qualification or VET statement of attainment.
- The USI is verified against the Registrar's records before being used for any purpose.
- AQF certification documentation is not issued unless the student has been assigned and has provided a verified USI, unless an exemption applies under the Student Identifiers Act 2014.
- Students eligible for exemptions are informed of the implications before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, including inaccessibility of records via the Commonwealth and absence from authenticated VET transcripts.
- Policies are in place to manage exemptions granted under subsection 53(3) of the *Student Identifiers Act 2014*.

Procedures

Collection and Verification of USI

- A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means that as a student you must either:
 - Provide Platinum Education Pty Ltd with your USI, or
 - Provide Platinum Education Pty Ltd with permission to access or create your USI on your behalf.
- If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.
- Student Support or Enrolment officers must follow the USI Verification Procedure to verify the USI against the USI Registry System prior to processing results or certification.

- All Students will be provided with a Fact Sheet – USI – Student Quick Guide – as developed by the regulator to create their own USI as part of the student orientation. If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

Exemptions

- Where a student or qualification falls under a Ministerial exemption:
 - Written evidence of exemption is required.
 - Students are notified using the USI Exemption Notification Template prior to enrolment or commencement of training.
 - This communication is recorded in the student's file.

Certification Conditions

- Platinum Education Pty Ltd will verify each USI through their Student Management System
- The Administration Officer must confirm that a valid USI has been verified (unless exempt) and fill the Certificate Documentation Checklist before issuing:
 - An AQF qualification (test amur), or
 - A Statement of Attainment.
- The USI must not appear on any printed certification documentation.
- Internal student records reference the verified USI for data integrity and audit purposes.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Credit Transfers

Platinum Education Pty Ltd recognises students who have previously completed equivalent units of competency or training products through another RTO where a student is seeking credit transfer for the said training products that are on the Platinum Education Pty Ltd.'s scope of registration. It is important to note that credit transfer is not an assessment. It is an administrative function that determines the equivalence of a unit of competency or training product the student has been previously awarded to units of competency or training products incorporated into courses being delivered at Platinum Education Pty Ltd. This is not to be confused with the recognition of prior learning which is a method of assessment.

To support learner progression and eliminate unnecessary duplication of training, Platinum Education Pty Ltd will:

- Provide all VET students information about the Credit Transfer process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for credit transfer (CT).
- Assess credit transfer applications based on verified and authenticated AQF certification documentation or VET transcripts (unless prevented by licensing or regulatory requirements of the training product).
- Ensure decisions are fair, transparent, and consistent across all applicants.
- Maintain detailed records of all CT decisions in the student management system.
- Provide a written record of the CT decision to the student and retain the same for two years after the student ceases to be an accepted student.
- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where CT shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the CT is applied and approved after the enrolment and the course duration is shortened.

Credit transfer will only be granted where equivalency of training products is confirmed and not restricted by licensing or regulatory conditions

1. Procedures

Information and Access

The Platinum Education Pty Ltd ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for Credit Transfer.
- Provided access to the Credit Transfer Policy, Procedure, and Enrolment Form.
- Directed to Student Support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

Application

To apply for Credit Transfer, a student must:

- Submit a completed Credit Transfer Application Form.
- Provide AQF certification documentation or a VET transcript and a USI transcript.

The Platinum Education Pty Ltd Student Support Officer shall receive the application form and:

- Log the same into the Credit Transfer Register.
- Verify the provided AQF certification documentations or the VET transcript and the USI transcript with the issuing RTO/ Authority.
- Refer the application to the Academic Manager.

Assessment of Credit Transfer

Platinum Education Pty Ltd ensures that:

- Credit is only granted for equivalent units of competency or training products identified through Training Package mapping.
- Licensing or regulatory requirements are checked before granting CT.

The Platinum Education Pty Ltd Academic Manger:

- Reviews the verified AQF certification documentations or the VET transcript and USI transcript for authenticity and equivalence.
- Confirms the units of competency or the training products align with those on the Platinum Education Pty Ltd' s scope.

Credit Transfer Decision and Documentation

Platinum Education Pty Ltd Academic Manager:

- Makes a decision to grant Credit Transfer based on the provided and verified evidence.
- Communicate the decision to the student in writing within 10 working days.

Platinum Education Pty Ltd Student Support Office:

- Enters the Credit Transfer decision into the Student Management System and ensures all relevant documents are saved in the student's file.

Appeals and Reassessments

Students who disagree with the Credit Transfer application outcome may:

- Lodge a formal appeal as per the Platinum Education Pty Ltd Feedback, Complaints and Appeals Policy and Procedures.

- Request a reassessment of the credit transfer application and evidence.

Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

Recognition of Prior Learning

Platinum Education Pty Ltd recognises that students may enter training with existing skills, knowledge, or experience gained through work, informal study, or life experience.

To support learner progression and promote flexibility, the RTO will:

- Provide all VET students information about the Recognition of Prior Learning RPL process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for Recognition of Prior Learning (RPL).
- Ensure RPL assessments are conducted in accordance with the principles of assessment and rules of evidence.
- Apply fair, consistent, and transparent decision-making processes.
- Maintain complete and accurate records of all RPL applications, evidence, and decisions.
- Provide a written record of the RPL decision to the student and retain the same for two years after the student ceases to be an accepted student.
- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where RPL shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the RPL is applied and approved after the enrolment and the course duration is shortened.

RPL will only be granted where competency is demonstrated to the same standard as required by the relevant unit of competency.

2. Procedures

The Platinum Education Pty Ltd ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for RPL.
- Provided with access to the RPL Policy, Procedure, and Application Form.
- Directed to support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

Application

To apply for RPL, a student must:

- Submit a completed RPL Application Form.
- Provide a portfolio of evidence that demonstrates current competency against relevant units.

The Platinum Education Pty Ltd Student Support Officer shall receive the application form and

- Log the same into the RPL Register and
- Refer the application to the Academic Manager.

The Academic Manager shall allocate an assessor to complete the RPL consultation, evidence collection and judgement.

The assessor schedules RPL meetings with the students who must participate in an initial consultation with assessor to confirm eligibility and evidence requirements and then subsequent meetings as required.

The student must provide any further information and evidence as required and requested by the Platinum Education Pty Ltd assessor.

Assessment of RPL

Platinum Education Pty Ltd ensures that a qualified assessor:

- Reviews the application and supporting evidence portfolio.
- Conducts competency conversations, workplace observation (if applicable), or provides students to complete other tasks (if required).
- Evaluates the evidence against each element and performance criteria of the unit using the RPL Assessment Tool.

All assessments must comply with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency).

Platinum Education Pty Ltd ensures, RPL is granted only where full competency can be confirmed.

RPL Decision and Documentation

Platinum Education Pty Ltd assessor ensures that all decisions are made:

- Based on sufficient and verifiable evidence.
- Recorded in the RPL Decision Report.



- Communicated to the student in writing within 10 working days.
- RPL outcomes must not be influenced by course completion targets or delivery schedules.

Platinum Education Pty Ltd Student Support Officer enters the RPL decision into the Student Management System and ensures all relevant documents are saved in the student's file.

Appeals and Reassessments

Students who disagree with the RPL outcome may:

- Lodge a formal appeal as per the Platinum Education Pty Ltd Feedback, Complaints and Appeals Policy and Procedures.
- Request a second assessor to review the application and evidence.

Platinum Education Pty Ltd Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

Platinum Education Pty Ltd Policies & Procedure

Student Orientation and Support Services

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in, and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact Student Support Officer at any time at info@platinumeducation.qld.edu.au (Student Support) to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us for details about welfare services we can offer.

In a nutshell, during this session, the Platinum College Student Support Team provides detailed information on the following:

Category	Details Provided
Welcome & Introduction	RTO overview, campus tour, key staff introductions.
Training Product Information	Code, title, duration, delivery mode, structure, assessment overview.
Student Responsibilities	Attendance, academic conduct and progress requirements.
Support Services	Academic support, LLN support, personal/wellbeing services, trainer access.
Assessment Policies	Assessment methods, submission guidelines, resubmission, RPL, Credit Transfer.
Fees & Refunds	Total fees, payment schedule, Fee and Refund Policy, withdrawal procedures.
Complaints & Appeals	How to lodge a complaint or appeal, timeframes, escalation process.
Health & Safety	WHS obligations, emergency procedures, first aid, evacuation points.
Student Handbook & Agreement	Distribution and explanation of Student Handbook and Student Agreement form.
Regulatory Obligations	ESOS obligations, visa conditions, maintaining enrolment and progress (for international students)

At the time of Orientation session, Platinum College also provides students with specific, actionable, and training product-related information that builds on what was shared earlier. This ensures students are ready to engage in learning with a clear understanding of academic expectations for progression and conduct, available support and resources, as well as assessment requirements. This detailed information encourages early engagement with students and enables them to navigate the training and assessment with confidence.

Category	Information Provided
Welcome and Induction	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)

Training Product Overview	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
Schedule & Timetable	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
Assessment Requirements	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
Learning Resources	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
Trainer Access & Support	Trainer/assessor contact details, consultation hours, support processes
Work Placement Info (if applicable)	Placement schedule, supervision requirements, workplace safety, logbook overview
Reasonable Adjustments	How to request adjustments for disability or learning support
Classroom Expectations	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations
Student Communication	Where and how students will receive training product updates and feedback (e.g. LMS announcements, email)
Reminder of Policies	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

Fees and Refunds

Platinum Education Pty Ltd acknowledges its responsibility under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 to protect VET students from financial loss where prepaid fees exceed the threshold of \$1,500 per course per individual.

To comply with the regulatory requirements, Platinum Education Pty Ltd has adopted the following principles:

- Prepaid fees will only be collected in accordance with approved fee protection arrangements.

- Students will be provided with clear information about all applicable fees and refund arrangements.
- Where fees exceed the threshold, a formal and approved fee protection strategy will be implemented and maintained.

Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as Platinum Education Pty Ltd does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.

- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

Platinum Education Pty Ltd cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments can be accepted by electronic transfer, cheque, money order, or in person at the head office.

Students who having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

Platinum Education Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Procedures

I. Tuition Fee Protection

Platinum Education Pty Ltd complies with its obligations under the *Education Services for Overseas Students Act 2000 (ESOS Act)* by participating in the Student Tuition Protection Scheme (TPS), managed by the Australian Government via the Overseas Students Tuition Fund (OSTF).

The TPS is designed to protect the interests of international students on student visas in the event that a provider is unable to deliver the course in which the student is enrolled. In such cases:

- The TPS will offer the student a place in a suitable alternative course at no additional cost; or
- If a suitable course cannot be found or the student does not accept the offered course, the TPS will provide a refund of the unused portion of prepaid tuition fees paid to Platinum Education Pty Ltd.

Importantly, students do not need to submit a refund application in the case of provider default. The TPS process is automatic.

Key Principles of TPS Fee Protection:

- Tuition fees are collected according to the agreed Student Fee Payment Schedule.

- Platinum Education Pty Ltd contributes to the TPS Levy as a CRICOS-registered provider.
- In the event of provider default, the TPS will initiate placement or refund actions on behalf of the student.

2. Fee Protection for Domestic Students

In accordance with Clause 18 of the *Compliance Standards 2025*, Platinum Education Pty Ltd ensures that domestic students are also protected from financial loss:

- Platinum Education Pty Ltd will not collect more than \$1,500 in prepaid fees per course per student unless approved fee protection measures are in place. (Refer II)

3. Access to Fee Information

To support transparency and informed decision-making, Platinum Education Pty Ltd provides the following to all prospective and current students:

- A comprehensive Student Agreement outlining all tuition fees, materials fees, payment schedules, and refund conditions;
- A Course Outline summarising the applicable course fees;
- Information published on the Platinum Education Pty Ltd website;
- Platinum Education Pty Ltd lists all tuition fees payable by the student for the course (Refer Fee Schedule), and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- Confirmation of fee details prior to enrolment or the collection of any fees, in line with Standard 2.1 of the Outcome Standards and Clause 5.3 of the former Standards.

Choice of Fee Protection Measures

As a non-government, non-university RTO, Platinum Education Pty Ltd must implement one or more of the following protective arrangements:

(A) Bank Guarantee

- Platinum Education Pty Ltd maintains an unconditional financial guarantee from a bank operating in Australia.
- The guarantee covers the total prepaid amount exceeding \$1,500 per individual, across all applicable students.
- The guarantee:

- Is maintained at all times.
- Is updated quarterly or when new prepayments are received.
- Has no expiry unless replaced or updated.
- Costs are borne by the RTO and not passed to the student.

(B) Tuition Assurance Scheme

- As an alternative or additional measure, Platinum Education Pty Ltd may maintain membership with an approved tuition assurance scheme operator.
- If services cannot be delivered, the scheme ensures:
 - Students are placed into an equivalent course at no additional cost, or
 - Refunds are issued for services not yet delivered (in excess of the threshold).
 - The scheme operator must be approved by the National VET Regulator (ASQA).

(C) Other Approved Measures

- Where applicable, the RTO may implement other protection measures approved in writing by ASQA.
- These must meet the intent of the legislation and be formally documented.

Documentation and Monitoring

- The Finance Officer tracks all prepaid fee transactions through the Prepaid Fees Account.
- The Compliance Officer reviews prepaid balances monthly from PRISMS Protected Fee Amount report and ensures maintenance of required Protected amount in the nominated bank account.
- Evidence of compliance (bank guarantees, scheme membership certificates) is kept in the Fee Protection Register.
- Platinum Education Pty Ltd will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.
- Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at Platinum Education Pty Ltd.



Failure to Provide Services

- If Platinum Education Pty Ltd is unable to provide prepaid services:
 - The CEO must initiate one of the following actions within 5 working days:
 - Arrange for placement into an equivalent course at a suitable location and at no additional cost, *or*
 - Refund prepaid fees for undelivered services (exceeding \$1,500 per course).

- A record of the student outcome and corrective action is maintained in the Fee Protection Account.

Process for claiming a refund

- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Assurance Scheme
- A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- There is no requirement to set out the length of study periods or the tuition fees that apply to study periods in ongoing invoices and billing cycles. As there are no longer restrictions on the collection of further tuition fees after the student commences, as agreed initially on a payment plan with students setting out when any remaining fees are due to be paid once the student starts their course.

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Platinum Education Pty Ltd is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Platinum Education Pty Ltd or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where Platinum Education Pty Ltd or any third parties delivering training and assessment on its behalf ceases to operate.

- Where Platinum Education Pty Ltd ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Platinum Education Pty Ltd needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Platinum Education Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Platinum Education Pty Ltd in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).
- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following Platinum Education Pty Ltd Feedback, Complaints and Appeals Policy and Procedures.

Recording and payment of refunds

General Refund Conditions

- The original fee payer (student or employer/guardian) is the party eligible to receive any approved refund, as specified in the Student Agreement.
- All refund claims are managed in accordance with the terms set out in this policy and the Fee Schedule provided at the time of enrolment.
- A statement is included in the Student Agreement confirming:
 - "This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law where applicable."

Provider Default

- If Platinum Education Pty Ltd, or any third-party delivering training and assessment on its behalf, is unable to deliver the agreed services, the following applies:
- Situations Covered:
- Platinum Education Pty Ltd ceases operations or course delivery.
- A material change is made to the student agreement, and no revised agreement can be reached.
- A course is cancelled due to insufficient enrolments or external disruptions.

Process:

- Students will be automatically assessed for refund eligibility.
- Refunds are made without requiring an application form.
- Platinum Education Pty Ltd will issue a refund for the unused portion of prepaid fees within 28 calendar days.

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered
- If the student was an international student:
- The Tuition Protection Service (TPS) may intervene to offer:
- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

Withdrawal Scenario	Refund Eligibility
Visa Refusal (prior to course start)	100% refund of all unused prepaid tuition fees (excluding enrolment fee)
Withdrawal > 28 days before start date	Full refund of tuition fees minus enrolment fee

Withdrawal < 28 days before start date	50% refund of tuition fees minus enrolment fee
Withdrawal after course start	No refund (unless due to serious illness or hardship)
Visa cancelled due to student actions	No refund

Note: Enrolment fees are **non-refundable** under all circumstances.

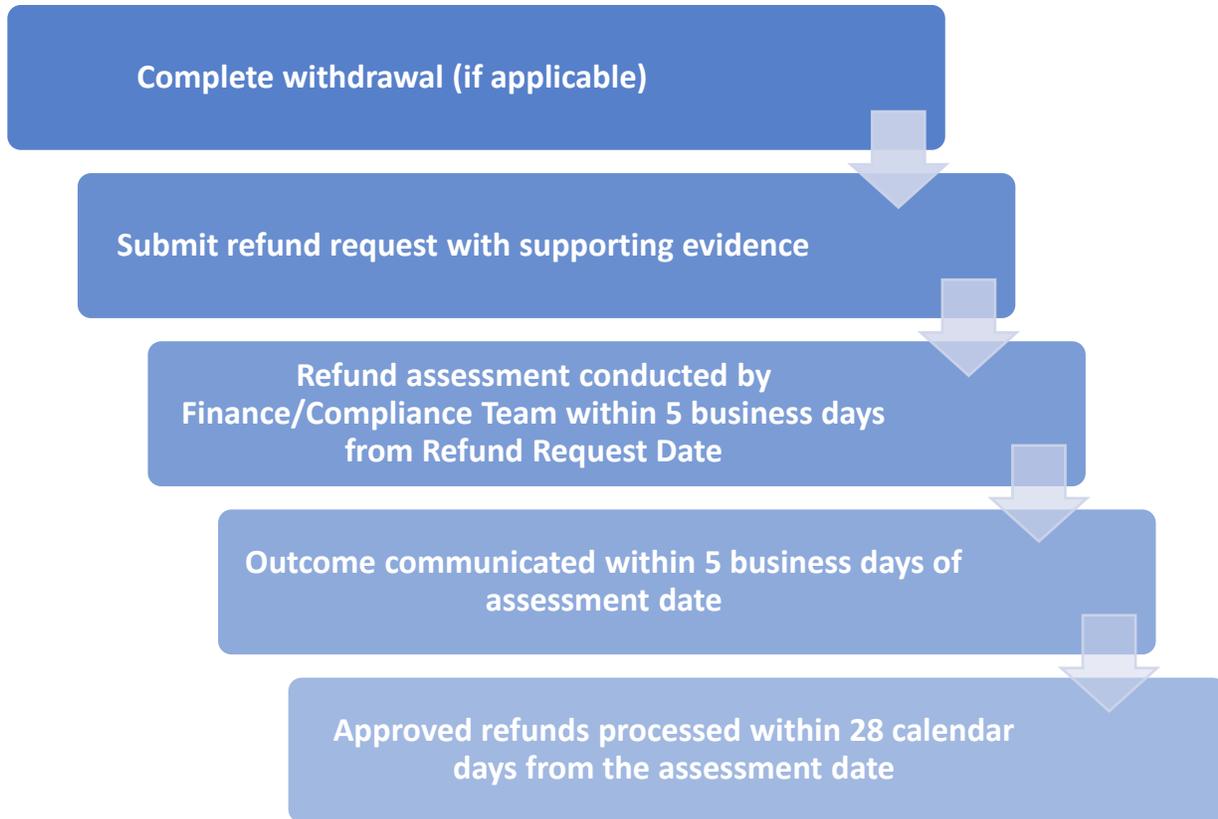
Refunds Due to Compassionate or Compelling Circumstances

- Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:
- Written request submitted using the Student Refund Application Form
- Supporting medical certificate or evidence
- Refund eligibility is assessed case-by-case and may be offered as:
- A partial refund
- A credit transfer toward a future course (valid for 12 months)

Non-Refundable Items

- The following are non-refundable:
- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

How to Request a Refund



Appeals Process

- Students may appeal refund decisions under the Feedback, Complaints and Appeals Policy and Procedures.
- International students may also escalate to the Overseas Students Ombudsman if unsatisfied.

Recording and Audit Trail

- Refund decisions, calculations, and supporting evidence are:
- Stored securely on the student's file
- Recorded in the Fee Protection and Refund Register
- Audited periodically to verify compliance with Clause 18

Special Notes on Fee Scheduling and Study Periods

- Platinum Education Pty Ltd does not define formal study periods for the purpose of restricting fee collection, as current legislative instruments no longer impose these restrictions.

Payment plans clearly outline when fees become due post-commencement, ensuring transparency in all transactions.

Feedback, Complaints and Appeals Policy

Platinum Education Pty Ltd is committed to fostering a culture of openness, fairness, and continuous improvement where students and other stakeholders feel safe to provide feedback, raise concerns, or appeal decisions without fear of disadvantage or reprisal. The organisation recognises that both informal and formal complaints play a crucial role in enhancing the quality of services, ensuring student satisfaction, and maintaining accountability.

This policy outlines processes for:

- **Informal complaints and feedback**

- Encourages open communication between students and staff to resolve issues at the earliest opportunity, informally and at the local level.
- Supports VET students to raise concerns directly with Trainers and Assessors, assessors, support staff, or the Compliance Manager (with appointment), allowing for timely and flexible resolution.
- Promotes a culture where feedback (both positive and constructive) is welcomed as part of day-to-day interactions and regular feedback surveys.

- **Formal complaints and feedback**

- Provides a structured and documented process for VET students or other stakeholders who wish to escalate concerns that were not resolved informally or that require a formal review.
- Ensures that formal complaints are handled impartially, fairly, and within reasonable timeframes by designated personnel who are independent of the issue.
- Guarantees that procedural fairness is maintained, outcomes are documented, and students are informed of resolution avenues, including external escalation options.

Furthermore, Platinum Education Pty Ltd ensures that:

- VET Students are fully informed of their rights to provide feedback, lodge complaints, and appeal decisions through multiple accessible channels.
- All complaints and appeals, whether informal or formal, are treated confidentially and are used as valuable inputs for continuous improvement.

- Feedback, complaints, and appeals can relate to any aspect of the student experience, including services provided by third parties delivering training or assessment on behalf of Platinum Education Pty Ltd.

This policy strengthens Platinum Education Pty Ltd's commitment to a fair, respectful, and supportive learning environment where student voices are heard and acted upon.

Procedures

Access and Support

Complaints procedures and the student's rights to access both internal and external complaints and appeals process are explained:

- During orientation
- In the Student Handbook and on the website
- Within the Student Written Agreement
- On request from staff

Complainant may seek help from Student Support and Welfare Officers or bring a support person.

Support Services for First Nations Students

- First Nations students are offered culturally appropriate support through internal services or external referrals.
- Where available, a First Nations Liaison or identified contact person is assigned.
- **Receiving Feedback and Complaints**
 - Feedback and complaints may be submitted:
 - Verbally to a staff member (Informal compliant/ feedback)
 - In writing through the Complaints and Feedback Form
 - Anonymously via suggestion boxes
 - Complaints can relate to:
 - Services provided by the RTO
 - Behaviour of staff or other students
 - Conduct of third parties or RTO contractors

- Complaints about a particular incident should be made as soon as possible after the incident occurs.
- When making a complaint, complainant must provide as much information as possible to enable Platinum Education Pty Ltd to investigate and determine an appropriate solution. This should include:
 - o The issue relating to the complaint, describing the incident and how it affected the complainant.
 - o Any evidence to support the complaint.
- **Complaint Handling Process**
 - All complaints are acknowledged in writing within 5 business days by the Student Support Officer and forwarded to the Compliance Manager.
 - Investigation is completed within 15 business days of the receipt of the Complaints and Appeals form, depending on complexity of the complaint.
 - Procedural fairness is upheld at all stages:
 - o Both parties can present evidence
 - o Conflict of interest is avoided
 - The complainant (and support person if required) will be invited to attend a meeting to discuss at no cost to them. This meeting is to be conducted by the Compliance Manager or the delegated staff for non-academic complaints and the Academic Manager for academic complaints.
 - The Platinum Education Pty Ltd must provide a written outcome of the complaint/investigation to the complainant and the Chief Executive Officer within 15 business days of receipt of the formal complaint or earlier if practicable.

Appeals Management System

- **Appeal Rights and Scope**
 - If the complainant is not satisfied with the outcome of the complaint resolution process, they may appeal. Appeals may also be made for decisions relating to:
 - o Assessment outcomes
 - o Disciplinary actions

- Fee or refund disputes
- Any other decision adversely affecting them
- Appeals must be lodged via the Complaints and Appeals Form within 10 business days of the outcome/ decision.
- If a complaint or appeal is not resolved internally, students may access an external body
- **Appeal Handling Process**
 - Appeals will ordinarily be investigated by the Chief Executive Officer and must be acknowledged within 5 business days of receipt of the Complaint and Appeals Form.
 - The Chief Executive Officer can request further information and evidence as required conducting the appeal.
 - The appeals process is completed, and resolution is reached within 15 business days unless extended for valid reasons.
 - Procedural fairness is observed.
 - The outcome of the appeal is provided in writing to the appellant within the advised timeframe.
 - If the appeal is not resolved internally, the student may:
 - Access an external resolution body (e.g. Ombudsman).
 - Where a student has lodged an appeal against a decision to report them for course progress or attendance or non-compliance with student written agreement, Platinum Education Pty Ltd will not report the student until the appeal process, including external appeals, is completed.

Documenting and Communicating Outcomes

- All complaints and outcomes are recorded in the Complaints & Appeals Register.
- If the internal complaint or appeal process results in a decision that supports the complainant, Platinum Education Pty Ltd will implement any decision and/or corrective and preventative action required.
- Written outcome is provided to all involved parties, with reasoning and resolution steps within the given timeframe.

AQF Certification documentation and Records Policy and Procedures

Platinum Education Pty Ltd is committed to issuing AQF qualifications and statements of attainment in accordance with the AQF Qualifications Issuance Policy, AQF Qualifications Register Policy, and NRT Logo Conditions of Use Policy. All certifications issued reflect genuine student achievement and are managed securely and transparently.

Platinum Education Pty Ltd ensures that:

- AQF certification documentation is only issued to students who have been assessed as meeting all requirements of the training product or VET accredited course either through completion of Platinum Education Pty Ltd courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with Platinum Education Pty Ltd's Recognition of Prior Learning (RPL) Policy & Procedures and inherent competency evidence requirements.
- AQF documentation complies with the mandatory content and formatting requirements including RTO name/code/logo, NRT logo, authorised signatures, qualification titles, industry descriptors, and applicable statements (e.g., "delivered in [language]").
- Certification is issued within 30 calendar days of successful completion of assessment, subject to payment of all agreed fees.
- Records of AQF certifications are retained securely:
 - Certification records – 30 years
 - Assessment evidence – 2 years
- Students (current and past) can access their certification documents upon request.

Procedures

I. Certification Documentation Templates

- Platinum Education Pty Ltd uses an approved templates for Certification documentation, qualification or statement of attainment.
- Each certification document includes:
 - the name, registration code and logo of the organisation.
 - the code and title of the AQF qualification.
 - the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy.

- the signature of an individual who the organisation has authorised to sign the AQF qualification.
- the organisation's seal, corporate identifier or unique watermark.
- the following statement: "The qualification is recognised within the Australian Qualifications Framework", or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo policy.
- where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor.
- where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product– the title of the stream in brackets after the code and title of the AQF qualification.
- where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: "Achieved through Australian Apprenticeship arrangements"; and
- where any part of the AQF qualification has been delivered in another language – the statement: "these units of competency/modules have been delivered and assessed in [insert relevant language]" followed by a list of all units of competency or modules that have been delivered in the relevant language.

II. Issuance of AQF Certification Documentation

- Trainers/Assessors confirm the student has successfully met all assessment and training requirements.
- Student Support Officer verifies that the student has paid all agreed fees and student USI is verified unless an exemption applies under the Student Identifiers Act 2014.
- Student Administration uses the approved templates to prepare:
 - Testamur and Record of Results (for full qualifications).
 - Statements of Attainment (for partial completions).
 - Ensuring all documents meet requirements under the AQF Issuance Policy.
- Authorised signatory signs the documentation before release.
- Certification must be issued within 30 calendar days from completion, subject to conditions above.

- AQF certification documentation will only be issued directly to the students, not to another party, such as an employer or an agent.

III. Record Keeping

• **Records Ownership, Access, Retention and Security**

- All business and academic records created, processed, or received by Platinum Education Pty Ltd—or by individuals acting on its behalf—are the sole property of Platinum Education Pty Ltd and are subject to its control and governance. This includes student enrolment records, assessment evidence, surveys, internal and external reports, and correspondence.
- To ensure a compliant, accountable, and secure record-keeping system, Platinum Education Pty Ltd adheres to the following procedural principles:
 - All records must be reliable, authentic, accessible, and systematically maintained.
 - Records must be retained for the period prescribed by legislation or business need.
 - Staff must store and manage all records using authorised systems such as the Student Management System and the college's server-based electronic folder structure with version control safeguards.
- Platinum Education Pty Ltd maintains an auditable Register of AQF qualifications and statements of attainment issued, including:
 - Graduate's name.
 - Full title of qualification or unit/module.
 - Date of issue.
- Certification records are retained for 30 years, which will include full AVETMISS data.
- Assessment evidence is retained for 2 years post-completion.
- If Platinum Education Pty Ltd ceases being an RTO, it will provide this information to ASQA in digital form within the stipulated period.

IV. Access and Verification

Copies of certification documentation are made available to students upon request. Platinum Education Pty Ltd shall ensure that current and past students can access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a student's achievements have not been recorded

through the USI system, the students can request for the unit to be updated on the USI system by contacting Student Services – info@platinumeducation.qld.edu.au or the current college contact details as published on its website and marketing materials. If the student has misplaced/lost the issued testamurs, then he/she may request to reissue the documents by contacting the student support services of the college. Such requests must be submitted along with supporting documents (e.g.: police report, statutory declaration etc). Reissuance fee may apply as per the college's current Fee Schedule published on its website – www.platinumeducation.qld.edu.au

- The Platinum Education Pty Ltd is responsible for authenticating all issued and replaced AQF certification documents.
- If requested by the National VET Regulator, records of all issued certifications are provided within the specified timeframe.

V. Data and Reporting of Quality Indicators (QIs)

The Data Provision Requirements 2012 requires all registered training organisations (RTOs) registered with ASQA to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA.

Platinum Education Pty Ltd will use the required Learner Questionnaire and the Employer Questionnaire to collect the data for the learner engagement and employer satisfaction quality indicators.

Platinum Education Pty Ltd will use the following systems to report the learner engagement and employer satisfaction quality indicators to ASQA:

ASQA's Quality indicator annual summary report template (DOC)

Platinum Education Pty Ltd will compile and report its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions for reporting.

Platinum Education Pty Ltd will submit its quality indicator data reports (previous year) in full to qidata@asqa.gov.au latest by close of business on 30 June any given year.

Platinum Education Pty Ltd is also required to collect and report all delivery activity/ Total VET Activity data to NCVER at least annually. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVTEMISS) data. Procedure

VI. Procedure for Issuance of Statement of Result

- All student academic records are verified and updated by the Student Support Services from the official results submitted by the Course Coordinator at the end of each academic term.

- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Support Officer.
- USI for all students must be verified on the college's Student Management System before any result or testamur is issued to the student.
- Statement of Results are checked, approved and signed by the CEO.
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using Request for Issuance of Academic Results, Attainment and Awards Form.

VII. Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, Platinum Education Pty Ltd will issue a Statement of Attainment upon student's request.

- Students complete and submit a Request for Issuance of Academic Results, Attainment and Awards Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved and signed by the Academic Manager.
- Ensure the USI is provided and verified by Platinum Education Pty Ltd prior to issuance of any results
- Statement of Attainment is issued and signed by the CEO.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

VIII. Procedure for Issuance of Award

- Students complete and submit a Certificate Request Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.

- Statement of Results is checked, approved, and signed by the Academic Manager
- Ensure the USI is provided and verified by Platinum Education Pty Ltd prior to issuance of any results
- Student Support Officer prepares the Award and Statement of Attainment/Transcript using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the “Register of Testamurs”
- The Award along with Statement of Attainment is issued to the student

Platinum Education Pty Ltd Expectations & Requirements

VET Environment

The training and assessment offered by Platinum Education Pty Ltd focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment Arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Suite 1,3350 Pacific Hwy, Springwood QLD 4127

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Competent (NC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

- Based on the required support needs, reasonable adjustments may include:
 - Alternative assessment formats (e.g. oral instead of written)
 - Assistive technology or accessible formats
 - Extra time in assessments
 - Modified learning materials
 - Adjusted practical tasks (where competency requirements allow)
- Adjustments are documented in an Individual Support and Adjustment Plan (ISAP) by the Academic Manager.
- If an adjustment is deemed not reasonable (e.g. training package/ licensing constraint, compromises assessment integrity or workplace competency):
 - The rationale is documented.
 - The student is advised in writing of the reason, and alternatives are discussed.
 - A grievance process is available for students who wish to appeal.
- The Trainers and Assessors implement the recommended adjustments with reference to:
 - Individual Support and Adjustment Plan (ISAP) and
 - Training Support Log

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

Platinum Education Pty Ltd has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

Course Progress

Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of enrolled units of competency for each term.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods does not meet the college's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

Identifying Students 'At Risk'

Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include but are not limited to, the review of:

- Class participation and level of engagement
- The student's attendance record
- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager consults with the student and trainer will establish a support/intervention program to help the student improve their course progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with Learning Support Officer at Platinum Education Pty Ltd
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additionally, practical workshops for identified gap areas are recommended.
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student cannot concentrate on their studies because they are homesick, the student will be referred to Student Support Services at Platinum Education Pty Ltd who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The academic Manager is responsible for addressing any such concerns/ requests promptly.

Student “at Risk” is defined as follows: If at the end of the first (1) term (study period), the student’s course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at Platinum Education Pty Ltd, however, the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At Platinum Education Pty Ltd each study, the period is one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college’s appeals process before being reported.

During any such period, the student’s enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

Platinum Education Pty Ltd will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to the college's own documented policy and procedure.

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to the attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Compliance Manager/Student Support Team
End of 2nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Compliance Manager/Student Support Team

End of 3rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Compliance Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Compliance Manager
Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Compliance Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Compliance Manager

Response and Ongoing Monitoring

Any systemic issues identified during support provision, adjustment implementation, or student complaints are logged in the Continuous Improvement Register.

- Support queries from students are responded to promptly i.e. within 2 working days.
- Trainers and Assessors escalate persistent academic or engagement issues to the Academic Manager for intervention planning.
- Trainers and Assessors and assessors are briefed on adjustments, with appropriate sensitivity
- Reasonable Adjustment plans are reviewed periodically or upon student request.

Deferment, Suspension and Cancellation

Students can only apply to Platinum Education Pty Ltd for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Platinum Education Pty Ltd may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where the registered provider was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.

Platinum Education Pty Ltd will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

Suspension

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Platinum Education Pty Ltd can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Platinum Education Pty Ltd policies and/or Australian Law.

Before suspending or cancelling a student's enrolment Platinum Education Pty Ltd must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If Platinum Education Pty Ltd intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

Platinum Education Pty Ltd is not required to wait for the outcome of any external appeals process before notifying DESE of the cancellation of the student's enrolment.

Where Platinum Education Pty Ltd has a reason for concern for the welfare of the student or those with whom the student may come into contact, Platinum Education Pty Ltd will cancel the student's enrolment prior to completion of any appeals process.

Access to Your Records

You may access or obtain a copy of the records that Platinum Education Pty Ltd holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Copies of certification documentation are made available to students upon request. Platinum Education Pty Ltd shall ensure that current and past students can access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a student's achievements have not been recorded through the USI system, the students can request for the unit to be updated on the USI system by contacting Student Services – info@platinumeducation.qld.edu.au or the current college contact details as published on its website and marketing materials. If the student has misplaced/lost the issued testamurs, then he/she may request to reissue the documents by contacting the student support services of the college. Such requests must be submitted along with supporting documents (e.g.: police report, statutory declaration etc). Reissuance fee may apply as per the college's current Fee Schedule published on its website – www.platinumeducation.qld.edu.au

- The Platinum Education Pty Ltd is responsible for authenticating all issued and replaced AQF certification documents.
- If requested by the National VET Regulator, records of all issued certifications are provided within the specified timeframe.

Amendment to records

If a student considers the information that Platinum Education Pty Ltd holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Platinum Education Pty Ltd will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.



Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regard to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a *Suggestion for Improvement Form*, available on request by email or at our head office.

Legislation and You

Workplace Health and Safety

Under the Work Health and Safety Act 2011, Platinum Education Pty Ltd must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Platinum Education Pty Ltd has policies and procedures in place to ensure your safety and on commencement of your course you will provide with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Platinum Education Pty Ltd emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimization or bullying

Platinum Education Pty Ltd is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Platinum Education Pty Ltd will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Platinum Education Pty Ltd Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Platinum Education Pty Ltd aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Platinum Education Pty Ltd.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Platinum Education Pty Ltd provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Your Privacy

Privacy Principles

In collecting personal information, Platinum Education Pty Ltd complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which Platinum Education Pty Ltd operates.

The Department of Education and Training (the Department) is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Personal information, including sensitive information, is collected from individuals in order that Platinum Education Pty Ltd can carry out its business functions. Platinum Education Pty Ltd only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Platinum Education Pty Ltd if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.

It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.

It genuinely and reasonably believes that:

- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to Platinum Education Pty Ltd's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Platinum Education Pty Ltd ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Platinum Education Pty Ltd to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Platinum Education Pty Ltd if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.

- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Platinum Education Pty Ltd retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with Platinum Education Pty Ltd. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Platinum Education Pty Ltd holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Platinum Education Pty Ltd on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' responsibilities

- All students, throughout their training and involvement with Platinum Education Pty Ltd, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Platinum Education Pty Ltd in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Platinum Education Pty Ltd if any difficulties arise as part of their involvement in the program.
- Notify Platinum Education Pty Ltd if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information, we have in your file is incorrect
Course Transfer Application Form	If you wish to transfer to another provider.
Internal Course Transfer Application Form	If you wish to change to another course with Platinum Education Pty Ltd.

Please refer to our website to access above forms.

Appendix: CRICOS Specific

For International Students

This appendix is specifically designed for international students enrolled under CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). It outlines additional rights, responsibilities, and support services that apply to students on a Student Visa. The information provided here will help you better understand and navigate your obligations while studying in Australia, including important details about traveling to Australia, settling in, and living in the local community. This section aims to support a smooth transition into Australian life and ensure you remain compliant with your visa conditions throughout your studies.

Course Transfer

Platinum Education Pty Ltd is committed to upholding the integrity of Australia's international education sector by managing overseas student transfer requests in accordance with Standard 7 of the National Code 2018. The transfer of international students between CRICOS registered providers within the first six months of their principal course is restricted to ensure students are making informed decisions and receiving adequate support from their provider before transitioning.

Platinum Education Pty Ltd assesses all transfer requests fairly, consistently, and in a timely manner, with consideration of the student's individual circumstances, including compassionate or compelling reasons and the best interest of the student. The RTO ensures that students are informed of their rights to request a transfer, the conditions under which transfers may be granted, and the process for appealing a decision. All decisions are made transparently, recorded and communicated in writing, and are actioned in PRISMS as required. This policy contributes to student wellbeing and provider accountability while maintaining visa compliance and course progression integrity.

The Platinum Education Pty Ltd makes this policy available in the **Student Handbook** and on the Platinum Education Pty Ltd's website.

Transferring from another registered provider

Platinum Education Pty Ltd will not knowingly enrol a student transferring from another provider within the first six months of their principal course unless:

- The releasing provider or course is no longer registered

- A sanction prevents continuation of the course
- The releasing provider grants and records the release in PRISMS
- The student is government sponsored, and the sponsor supports the transfer in writing.

Transferring to another registered provider

Platinum Education Pty Ltd will consider transfer requests before six months of the principal course if:

- The student is at risk of being reported for unsatisfactory progress at the level they are studying despite intervention.
- There are compassionate or compelling circumstances.
- The course is not being delivered as agreed
- The student's reasonable expectations are not being met
- The student was misled in their decision to enrol, and the course does not meet the student's long-term goals and aspirations.
- An appeal decision (internal or external) supports or recommends the transfer.

Decision to decline the transfer request

The transfer may jeopardise the student's progression through a package of courses.

Transfers will not be granted if:

- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The request is not supported by evidence of legitimate compassionate or compelling circumstances
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

Transfer Request Process

- For a request for transfer to be considered and a letter of release provided, students must provide a valid course offer from another registered provider.
- The application, circumstances and evidence are reviewed as per the policy.

- The outcome of the students' application is provided in writing within 10 working days of receipt of the application.
- Where a student's application is refused, the reasons for the decision and the right and process to appeal are communicated to the student in writing in accordance with the *Feedback, Complaints and Appeals Management Policy and Procedures*.
- Where a student's application is approved and release is granted, Platinum Education Pty Ltd advises the student in writing that they must contact Immigration to seek advice on whether a new student visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website, [Explore visa options for studying in Australia](#)
- The overseas students do not incur any cost for release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be assessed and paid in accordance with Platinum Education Pty Ltd's *Fees and Refunds Policy and Procedures*.
- Platinum Education Pty Ltd waits for the applicant to access the appeals process for twenty (20) working days after the application decision is provided before making any further updates on RPISMS.
- All records relating to overseas student transfers will be kept for two (2) years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

II. Change to another course offered by Platinum Education Pty Ltd

Students may transfer to another course offered by Platinum Education Pty Ltd in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to.
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Platinum Education Pty Ltd will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.

- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

For a request for transfer to be considered, students must complete a Course Change Application Form.

Deferral, Suspension and Cancellation

Students can only apply to Platinum Education Pty Ltd for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Platinum Education Pty Ltd may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where the registered provider was unable to offer a pre-requisite unit; or

- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Platinum Education Pty Ltd will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

Suspension

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

Cancellation

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
- Due to the student no longer holding a Student Visa
- Due to the student's failure to pay course fees
- Students not being genuine/bonafide students, being, they do not attend class or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.
- Platinum Education Pty Ltd can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Platinum Education Pty Ltd policies and/or Australian Law.

Before suspending or cancelling a student's enrolment Platinum Education Pty Ltd must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If Platinum Education Pty Ltd intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

Platinum Education Pty Ltd is not required to wait for the outcome of any external appeals process before notifying DESE of the cancellation of the student's enrolment.

Where Platinum Education Pty Ltd has a reason for concern for the welfare of the student or those with whom the student may come into contact, Platinum Education Pty Ltd will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless

extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of an investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to another staff/student/person
- the student has medical or psychological problems that may affect their wellbeing
- the student cannot be located

If Platinum Education Pty Ltd cancels your COE, you must contact DHA within 28 days to inform DHA of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.

Legislation & You

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa.

Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/>

You can find information on this website that explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Platinum Education Pty Ltd and including assistance with visas. Contact us for details of the education agents that we use.

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course.

Conditions include (but are not limited to that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Platinum Education Pty Ltd of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well. Please refer to Bringing your family section for details.

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Brisbane at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Platinum Education Pty Ltd at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Department of Agriculture and Water Resources-Travelling to Australia website at <http://www.agriculture.gov.au/travelling>

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course.

Conditions include (but are not limited to that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Platinum Education Pty Ltd of your Australian address and any subsequent changes of address within 7 days.

- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well.

Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details - <https://www.homeaffairs.gov.au/>

Arriving in Australia

Getting from Location airport to your accommodation

The Brisbane International Airport

Located at Airport Drive, Brisbane about 19 minutes' drive from the CBD. Please review the website for information about the airport [Brisbane Airport](#) Phone: +61 7 3406 3000

Getting from Location airport to your accommodation

Taxi: Brisbane has two taxi companies:

- 13cabs: 13 22 27
- Black & White Cabs: 133 222

Train: The Air train is a quick and easy option for getting to and from the airport. Travelling between the Brisbane Airport and Brisbane City takes just 20 minutes. Air train travels express to the Gold Coast, linking to the G: link tram for travel to Surfers Paradise and the Gold Coast beaches.

Train services run every 15 minutes during peak times and every 30 minutes off-peak periods. Air train also connects into the Queensland Rail suburban network.

To use this service, book your ticket on the [Airtrain Brisbane](#) and get your return journey FREE*, plus access exclusive specials for duo travellers, group travellers, and families with kids travelling FREE*. You

can also purchase tickets at the Airtrain Domestic or international Stations. which are located directly outside the terminal, or use a Translink go card. For more information on go cards, visit the [Translink Brisbane](#)

Council Bus Service: Brisbane City Council operates a bus service within the airport precinct. You'll need to make your way from either Terminal to the Skygate Centre, where bus route 590 runs seven days a week.

Catch the bus to the rail network at the Toombul Interchange for a range of public transport options to the city, or other Brisbane suburbs. For more information, maps and timetables, visit the [Translink Website](#)

Student Welcome Desk

When you arrive in Brisbane, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

We recommend you review further information, by visiting the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

NOTE: Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. Follow airport signage and ask airport staff if you have any concerns.

Get your free welcome pack, free advice and assistance!

International Arrivals Hall – Terminal 2. Open from 7am to midnight every day of the week.

<https://www.studyqueensland.qld.gov.au/>

Getting from Brisbane airport to your accommodation

Brisbane International airport is approximately a 30 minute drive to Brisbane.

You have the following options to travel to your accommodation if you have not pre-arranged a ride through Platinum Education Pty Ltd.

Taxi: Brisbane has two taxi companies:

- 13cabs: 13 22 27
- Black & White Cabs: 133 222

UBER

As suggested earlier UBER is an alternative taxi service, if you have the opportunity before arriving in Brisbane to download and set up the UBER app – you may choose to call an UBER for your trip.

There is designated UBER pick up points located at Brisbane Airport, ask one of the airport staff for direction.

NOTE: Before leaving the airport, we suggest you may want to visit one of the Travelers information stands to see what Brisbane has to offer during your stay.

There is an information service on the ground floor of the arrivals hall in the International terminal (T2) and the Domestic terminal (T1).

Brisbane's Climate

Brisbane has a humid subtropical climate with year-round period with warm to hot temperatures. Brisbane generally experiences 3 months of mild cool winter from June to August. Brisbane experiences an annual mean minimum of 16.6 °C (62 °F) and mean maximum of 26.6 °C (80 °F), making it Australia's second-hottest capital city after Darwin. Seasonality is not pronounced, and average maximum temperatures of above 26 °C (79 °F) persist from October through to April.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Brisbane, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks may not be open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>.

Living in Australia

Read this article for an insight into living in Australia <http://insiderguides.com.au/first-weeks-australia/>

Refer to <https://insiderguides.com.au/cost-of-living-calculator/> for calculating your living costs.

Tips and resources

For guides relevant to living in Brisbane have a look at these free resources:

<http://insiderguides.com.au/international-student-guides/>

Must have apps for Brisbane <https://puravidastudy.com.au/apps-to-download-in-australia/>

Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia.

Temporary accommodation could be a hotel or hostel or similar such as a serviced apartment or a bed and breakfast (usually a converted private residence which may be inside someone's home or not).

Temporary accommodation can be found and booked through the following websites:

- Hotels: <https://www.trivago.com.au/australia-563/hotel>
- Bed & Breakfasts www.airbnb.com.au/Australia
- Serviced Apartments - <https://www.serviced-apartments.com.au/>
- Hostels Australia <http://hostelsaustralia.com.au/>

There are a range of long-term accommodation options for international students. For example:

Student Accommodation

Shared accommodation specifically for international students. Generally, includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- <https://unilodge.com.au/>
- <http://urbanest.com.au/>
- <http://www.student-accommodation.com.au>

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Search private rentals here: <https://www.realestate.com.au/rent>

Your rights as a tenant

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below:

Consumer Affairs Queensland: [Consumer Affairs QLD](#)

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here:

<https://flatmates.com.au/info/legal-introduction>

- <https://flatmates.com.au/> Connects people wanting to share accommodation with others, includes people listing their spare rooms and those wanting to team up with others to start a lease.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

Homestay:

<https://www.homestay.com/australia/>

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Brisbane are as follows

- Centre-based childcare AUD\$80 to AUD\$120 per day
- Family day care AUD\$6 to AUD\$10 per hour Centre-based childcare AUD\$ 70 to AUD\$190 per day
- Family day care AUD \$17 to AUD \$25 per hour
- Nannies AUD\$30 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$200 to AUD\$250 per week

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

International students holding a subclass 500 visa are allowed to work under certain conditions:

- You can work up to 48 hours per fortnight (14-day period) during your study period.
- During scheduled course breaks, you are permitted to work unlimited hours.
- Work that is a mandatory part of your course (e.g., work placement) is not included in the 48-hour limit.

Check your VISA

You are responsible for ensuring you do not exceed these work limits. Breaching visa conditions may result in the cancellation of your visa.

You can check your visa conditions using the Visa Entitlement Verification Online (VEVO) system:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

- Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work.

These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

If you have a problem

Contact the Fair Work Ombudsman

Phone: 13 13 94

Translating and interpreting service: 131 450

Your Safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or Platinum Education Pty Ltd's authorised agent once published on website, who can assist you to apply for a course, arriving in Brisbane, joining Platinum Education Pty Ltd and provide assistance with your visa application.

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

Minimum Financial Requirements for Visa Purposes

The Department of Home Affairs requires international students to show access to the following **minimum annual living cost amounts** (as of 2025):

- **Primary student:** AUD \$24,505 per year
- **Partner (if accompanying):** AUD \$8,574 per year
- **First child:** AUD \$3,670 per year
- **Each additional child:** AUD \$2,780 per year

These figures are indicative only and may vary based on your location, lifestyle, and individual circumstances. Students must ensure that the funds declared are genuinely available for their use during their stay in Australia.

For the latest and most accurate information, please refer to the Department of Home Affairs website:

www.homeaffairs.gov.au

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

Certainly. Here's the final professional version of the content with relevant and official source links added to support international students. These links come from Australian Government websites and major banks where applicable.

Bringing Money and Setting Up Finances in Australia

As an international student, it is important to arrive in Australia with sufficient accessible funds to support your initial settlement. You should plan for immediate expenses such as transportation, temporary accommodation, food, and communication setup.

It is recommended to bring a minimum of AUD \$2,000–\$3,000 to cover your costs during the first few weeks. A combination of Australian currency and an international debit or travel card is advisable. Please be aware that if you are carrying AUD \$10,000 or more in cash, you are legally required to declare it to Australian Border Force on arrival.

Once you have secured accommodation, you are encouraged to open a bank account with a recognised Australian financial institution. Most banks offer student accounts with no monthly maintenance fees. To open a bank account, you will generally need the following documents:

- Passport
- Confirmation of Enrolment (CoE)
- Australian residential address
- Tax File Number (optional but recommended)

Apply for a TFN: [Australian Taxation Office – TFN Application](#)

Major Banks with Student Services:

- Commonwealth Bank – Student Banking
- Westpac – International Student Accounts
- ANZ – Bank Accounts for Students
- NAB – Everyday Banking for Students

Staying Connected with Family

Maintaining communication with your family and support network is important during your time in Australia. Upon arrival, you are advised to:

- Obtain an Australian SIM card or mobile phone plan that includes international calling or supports data for internet-based messaging applications.

Compare providers at: [WhistleOut – Compare Mobile Plans](#) -

<https://www.whistleout.com.au/MobilePhones>



- Make use of free internet services available on campus or in your accommodation to communicate with family and friends.
- Share your Australian contact number and local residential address with your family once you are settled.
- Provide your family with the contact details of Platinum Education Pty Ltd, and keep them informed of your class schedule and public holidays.

This will help ensure peace of mind for both you and your family while you adapt to your new environment.



Final Note to Students

Platinum Education Pty Ltd is committed to supporting all students throughout their educational journey in Australia.

Should you require any assistance with settling in, academic progress, support services, or preparing for your return home, our Student Services team is here to help. Please contact us using the details below.

Platinum Education Pty Ltd – Student Services

Phone: +61-7-3543-5684

Email: info@platinumeducation.qld.edu.au

Website: www.platinumeducation.qld.edu.au

We look forward to supporting your educational journey and wish you a successful and enriching experience in Australia.